



**STATE OF NEW JERSEY**  
**Board of Public Utilities**  
Two Gateway Center  
Newark, NJ 07102

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**President**  
(973) 648-2503

**Walter P. Szymanski,**  
**Director, Division of Audits**  
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April 2, 2004

Re: Request for Proposal to Operate the New Jersey  
One-Call Damage Prevention System

To whom it may concern:

Effective November 17, 1994, the Underground Facility Protection Act ("UFPA"), N.J.S.A. 48:2-73 et seq. established a comprehensive "One-Call Damage Prevention System" to reduce the frequency of damage to underground facilities caused by excavation and demolition activity. Pursuant to N.J.S.A. 48:2-74 and 76, the New Jersey Board of Public Utilities (Board) was given the authority to designate the operator of, and provide policy oversight to, the "One-Call System" and to promulgate any necessary regulations to implement the provisions of the Act.

The NJBPU is currently seeking applicants interested in operating the New Jersey One-Call Damage Prevention System for the five year period beginning November 17, 2004 and ending November 16, 2009. The related Request For Proposal (RFP) can be found on our website at [www.bpu.state.nj.us](http://www.bpu.state.nj.us). A hard copy of the RFP is available upon request.

To facilitate the timely preparation and submission of Proposals, a RFP conference will be held at the Board's Newark office in the Board's Hearing Room on Monday, April 12, 2004 at 10:00 a.m., to review the RFP with Board staff. Attendance is strongly recommended but not mandatory.

You are requested to inform the Board by April 9, 2004, in writing or by phone, of your intent to attend the RFP conference.

All correspondence and Proposals should be directed to the attention of Walter P. Szymanski, Jr., Director, Division of Audits. Letters of intent to attend the conference and/or to submit a Proposal may be faxed to (973) 648-2848. Inquiries can be made by calling (973) 648-4450.

Very truly yours,

**SIGNED**

Walter P. Szymanski, Jr.  
Director, Division of Audits

**SIGNED**

James Giuliano, Director  
Division of Reliability and Security

REQUEST FOR PROPOSAL  
TO OPERATE THE  
NEW JERSEY "ONE-CALL DAMAGE PREVENTION SYSTEM"

DOCKET NO. AX04030176

April 2004

New Jersey Board of Public Utilities  
Two Gateway Center  
Newark, NJ 07102

## SECTION 1. GENERAL INFORMATION

- 1.1 Introduction. Effective November 17, 1994, the Underground Facility Protection Act ("UFPA"), N.J.S.A. 48:2-73 et seq., established a comprehensive "One-Call Damage Prevention System" to reduce the frequency of damage to underground facilities caused by excavation and demolition activity. Pursuant to N.J.S.A. 48:2-74 and 76, the Board of Public Utilities was given the authority to designate the operator of, and provide policy oversight to, the "One-Call System" and to promulgate any necessary regulations to implement the provisions of the Act.

Pursuant to N.J.S.A. 48:2-77, the Board was required to designate as System Operator the Garden State Underground Plant Location Service ("GSUPLS"), a non-profit corporation, for an interim period of two years, subsequently extended by three more years to 1999. Beyond the interim period the Board determined to advertise the position of System Operator in the New Jersey Register and in newspapers of general circulation as set out in N.J.A.C. 14:2-31. This was done in 1999, and since November 1999 One-Call Systems has been the System Operator. The five-year term of that contract ends this year, and, accordingly, applications are now being sought from parties interested in being designated as the System Operator for the "One-Call Damage Prevention System". Applications will be accepted from direct providers of all of the services as herein described, consistent with the statutory responsibilities of the System Operator and subject to the oversight of the Board or its designee. Applications will also be accepted from management firms who may undertake the responsibility of procuring, by a competitive process, a vendor or vendors to provide the necessary services involved in the System Operator's statutory responsibilities of receiving incoming notifications from excavators, transmitting the notice to the appropriate operators of underground facilities and educating excavators and members of the public about the requirements of the Act, all as herein described.

The System Operator will be subject to the oversight of the Board or its designee, including final decision on any proposed schedule of fees charged to operators. Additionally, any contracts or sub-contracts with vendors of goods or services to be paid out of operator fees shall be submitted to the Board or its designee for approval. Proposed budgets, monthly or quarterly reports may also be required to be approved and/or submitted.

The System Operator shall not, without prior approval of the Board or its designee, provide any facility mark-outs, pre-screening, or screening to underground facility operators. For the purpose of this paragraph, "pre-screening" and "screening" are defined to mean reviewing tickets to confirm that an underground facility is not located at the proposed dig site.

Designation of a System Operator for the five year term from November 17, 2004 to November 16, 2009 will be made based on the determination that the Applicant chosen will best operate the System to achieve the purposes of the Act. In evaluating the proposals, the Board will look at each element of the proposal to determine whether the best possible means of implementing the statute's requirements is being used.

1.1.1 Definitions. The following are the definitions of terms found throughout the RFP:

- a) "Abandoned" or "Dropped Calls" refers to the number of calls that are disconnected prior to a customer service representative coming on line.
- b) "Answer Time" means the interval from connection to a customer service representative coming on line ready to take ticket information.
- c) "Business Day" means any day other than Saturday, Sunday, or a national or State holiday. The System's business day is from  
6:00 a.m. to 6:00 p.m.
- d) "System" means the notification center/office through which a person may notify underground facility Operators (Operators) of proposed excavations.
- e) "Applicant" means the firm contracted to operate the New Jersey One-Call Damage Prevention System.
- f) "Database" means, but is not limited to, all current information necessary for the operation of the System. This shall include but may not be limited to, a Global Positioning System (GPS) compatible mapping database, Operator facility database, excavator database, and new streets added. This term shall also extend to and include all information related to the operation of the call system.
- g) "Disaster Plan" means a complete "step by step" plan to maintain the operation of the One-Call System in the event of any disruption to the operation of the system. The plan shall include emergency contact phone numbers, alternate site start-up instructions, alternate employee assignments, etc. The Plan shall also address and identify actions that need to be taken at any time during the day. This plan should provide for complete, uninterrupted continuity of all business functions.
- h) "Emergency" means any condition constituting a clear and present danger to life, health or property caused by the escape of any material or substance transported by means of an underground facility or the interruption of a vital communication or public service that requires immediate action to prevent or mitigate loss or potential loss of communication or public service, or any condition on or affecting a transportation right-of-way or transportation facility that creates a risk to the public of potential injury or property damage.
- i) "Excavator" means any person performing excavation, demolition or blasting activities.
- j) "Markout Request Form" or "MRF" is a summary of the questions asked of the caller as required by the Underground Facility Protection Act (UFGPA).
- k) "Request for Markout", "Request" or "RFM" means a notice of intent to excavate from excavators to the One-Call System by telephone.
- l) "Electronic Requests for Markouts" or "ERMs" are either faxed requests or computer generated, i.e. internet, E-mail, etc.

- m) "Confirmation Number" is a unique number assigned to RFMs or ERM's that shall be sequential in nature and allow for the identification of when the RFM was processed.
- n) "Tickets" or "Messages" shall mean Request for Markout (RFM) information from the System to facility operators. Ticket types include:
  - 1. Routine or Regular – Notifications where the beginning work date and time is at least 3 business days, but not more than ten business days from the day following the day the System actually receives the notice of intent to excavate (see attachment 2).
  - 2. Update – Notifications that provide further information and refer to previously transmitted notifications (see attachment 3).
  - 3. Emergency—Notification needing immediate action, as defined in New Jersey Statutes and regulations (see attachment 4).
  - 4. Free Form—Notifications that are for informational use only such as Good Morning and Good Night messages and a daily history of all notifications transmitted that day.
- o) "NJBP" or "Board" means the New Jersey Board of Public Utilities.
- p) "Board staff" or "Staff" means the staff of the New Jersey Board of Public Utilities.
- q) "Operator" means a person owning or operating, or controlling the operation of, an underground facility. However, this excludes a homeowner who owns only residential underground facilities, such as an underground lawn sprinkler system or an underground structure for a residential low-voltage lighting system.
- r) "Customer Service Representative", "Rep" or "CSR" means a person employed by the Applicant to receive and document Requests for Markouts at the Center.
- s) "Site" means the specific place where excavation work is performed or to be performed and shall be identified by street address referenced to the nearest intersecting street and sub-division name, if applicable, as well as by lot and block number, if available, and by kilometer or mile marker for railways and highways.
- t) "UFPA" or "Act" means the Underground Facilities Protection Act, N.J.S.A. 48:2-73 et seq.

1.2 Scope. The primary role of the Applicant is to provide for the operation of the N.J. One-Call Damage Prevention System, which is a single statewide 24-hour, seven-day-a-week notification center. The Board is requiring that the actual call center be located in New Jersey. The specifications for the One-Call Damage Prevention System

include: the set-up of the System's Call Center, establishment of the actual System, operation of the System, performance standards for the System and administrative requirements for the Applicant and the System.

1.2.1 Establishment of the One-Call Damage Prevention System's Call Center: The Applicants responsibilities in the creation of the System's One-Call Center shall include, but may not be limited to, the provision of:

- a) Housing, equipment and all in-house services and staff necessary to operate the System's call center.
- b) Materials/services including, but not limited to the following: computer equipment, computer software, computer services, uninterruptible power supplies, communications equipment, communication recording equipment, Call Management System, Call Distribution System, office furniture, office supplies and duplicating and office services.
- c) Communications services from common carriers including nationwide access to the 800 number(s). The communication equipment shall have provisions for receipt of calls from the handicapped. The UFPA requires that all communications methods for the receipt of RFMs and ERM's shall be through nationwide 800 numbers.
- d) Adequate office space and equipment at the System's call center office for the Director/Manager and Supervisors.
- e) Conference space that can be utilized for meetings for twenty-five people, as required, to effectively manage the business of the center, and for meetings convened by the Board staff. The conference room shall contain sufficient and appropriate equipment, including a telephone with conference calling and speakerphone capabilities, and network accessibility for computers.
- f) A suitably equipped, secure and private office for two people that is separate from the aforementioned conference space for use exclusively by Board staff. It should include a phone, a One-Call Center terminal, and network accessibility for computers in both digital and analog format.
- g) The development and maintenance of an adequate Disaster Plan to cover failure of utilities and physical loss of the building including the capability of performing the System's operation temporarily from another location in the event of natural or man-made disasters, power failures, communication failures, and major computer system modifications. This Plan must be presented to Board staff for review and approval. The Plan shall include the use of Uninterruptible Power Supplies to maintain power for short electric outages and shall provide for the resumption of service within two (2) hours of reestablishing the System's communication capabilities. The Applicant shall also detail those efforts that will be employed to assure the System's continued operation after two (2) hours. In addition, the Applicant shall detail the measures to be taken to mitigate against telecommunication failure.

1.2.2 Establishment of the System. The Applicant's responsibilities in the creation of the System shall include, but may not be limited to, the provision/creation of:

- a) The implementation of a mapping and street index system.  
The Applicant shall contact each operator and establish a process by which the Applicant will obtain the information necessary to create said mapping and street index system.

The Applicant shall maintain and analyze all incoming excavation requests on a daily basis specifically searching for work that indicates the establishment of new street or new street segments.

The Applicant shall staff and equip a vehicle with a GPS system supporting WAAS that will provide sub-meter positioning accuracy. This vehicle shall be dispatched to obtain the locations of new streets and new street segments in order that the maximum benefit is afforded to the excavating public. The results of this field research shall be used to update the New Jersey One Call mapping Data Base on a weekly basis. A report of this field work shall be provided to Board staff on a monthly basis.

The mapping system shall:

1. Have a maximum grid size of 1/16 square mile, or utilize any other system which notifies appropriate underground facilities as mandated by the Act while minimizing the number of additional facilities notified.
2. Indicate the method used to assure, at least quarterly, that each operator's area is properly recorded in the System's database;
3. Be updated on a weekly basis to reflect the results of the aforementioned field research;
4. After processing the proposed excavation site through the grid system, will then process the same through a street index;
5. Indicate how corrections of errors on old maps and updates of new features (streets, etc.) will be shared with other operators with facilities in that area.
6. Have the ability to automatically determine if a proposed excavation will be within the 1/16 square mile grid or other notification area used (see Section 1.2.2(a)(1)) but will also be either exclusively on or exclusively off the premises of certain designated large operators, such that said excavation will definitely affect only the underground facilities on those premises or, in the alternative, only the underground facilities which are entirely off those premises. The system must be able to "filter" excavations meeting either of these criteria. This "filtering" process will determine if the proposed excavation will actually overlap the underground facilities of the large operator, or merely abut it. In the case of no actual overlap the large operator shall be removed from the ticket. This operator will not receive or be charged for these tickets, as they will be deleted from the list of operators to be notified at the time the Request for Markout is taken. Conversely, if the proposed excavation is entirely on the property of one of the designated large operators, other operators whose facilities

are near but not overlapping the proposed excavation will be filtered off the ticket and likewise they will neither receive or be charged for these tickets. Initially the large operators will be the New Jersey Turnpike, the Garden State Parkway, the Atlantic City Expressway, and New Jersey Transit. Additional large operators will be designated in future, as appropriate, by Board staff.

7. Have the ability to integrate the latest version of The New Jersey 2002 High Resolution Orthophotography Maps, as produced by the State of New Jersey Office of Information, with the 1/16 square mile grid map or other selected locating system.

b) Implementation of Screening on Basis of Street Address

The mapping system shall have the ability, when a site has been identified with a specific street address, to match that address against the street address, if any, which has been provided by the underground facility operator for each underground facility which would otherwise receive a ticket. If the street address of a site does not match that provided for an underground facility, the System shall remove that underground facility from the list of facilities to be notified, regardless of whether the facility falls within the 1/16 square mile grid or within whatever other notification system is being utilized (see 1.2.2(a)(1)). The system shall also have the ability, when a site is identified by the excavator as being located exclusively within the roadway, inside the curb-to-curb area, to remove from the list of operators to be notified any operator who has identified its underground facilities by a specific street address and whose underground facilities do not extend beyond the boundaries of that address. The System shall remove such operators regardless of whether the facilities in question fall within the 1/16 square mile grid or within whatever other notification system is being utilized. In the event that some of the operator's facilities within the notification area are identified by a specific street address and some are not, the operator will receive a message.

EXAMPLE 1:

An operator has registered with the Applicant an underground facility which is located entirely within the roadway, such as Main Street, inside the curb-to-curb area. If an excavator called for a markout for a specific address, such as 5 Main Street, with a dig site of the 'entire property,' or any portion of the entire property marked in white paint, that utility would not receive a Request for Markout message. If there is any variation from the above, such as a Request for Markout for "entire property and ten feet into the street," the operator will receive a markout.

EXAMPLE 2:

An operator has registered with the Applicant for a specific street address, such as 5 Main Street. If an excavator calls for a markout for a different address, such as 4 Main Street, or for a markout exclusively



within the roadway, in the curb-to-curb area, the operator would not receive a message.

EXAMPLE 3:

An operator has registered with the Applicant for a specific street address, such as 5 Main Street. If an excavator calls for a markout exclusively within the roadway, in the curb-to-curb area, the operator would not receive a message.

- c) A training program for customer service representatives ("CSR"), management and staff, including written procedure manuals that meet or exceed the UFPA requirements. The Applicant shall provide documentation that each employee has successfully completed the training course. Applicant shall also provide a methodology for retraining experienced CSR. If the applicant selected is not the incumbent operator, the applicant shall retain the current CSR until such time as new CSR have been adequately trained. The training shall include a component on recognizing and appropriately responding to possible security threats.
- d) A computer system to be used by the CSR that shall at a minimum:
  - 1. Provide the CSR the capability to retain the excavator information from one RFM or ERM screen to the next screen;
  - 2. Allow the CSR the capability of retrieving any notice previously entered into the system in the past thirty days;
  - 3. Alert the attendant as to which RFMs or ERMs need to be called to the operators. The center shall keep a log of those notices awaiting voice notification.

The computer system shall have the capability to send or electronically fax a copy of the approved message (including the ticket number) to all excavators by utilizing the fax number in the database. A copy of the approved message shall be mailed to those excavators who do not have fax numbers.

- e) Automatic data communication equipment. Said equipment shall be maintained by the Applicant to meet the needs of the System and shall be of sufficient capacity to meet the transmitting standards as set forth above.
- f) A series of bell alarms, or other effective means on computer terminals and fax machines, shall be used to alert the receiving centers of an emergency message and the word "EMERGENCY" shall be printed at the beginning of the message.
- g) A series of bell alarms, or other effective means on computer terminals and fax machines, shall be used to alert the receiving centers of an update message and the word "UPDATE" shall be printed at the beginning of the message.

- h) A standardized computer readable ticket format.
- i) The Applicant shall provide for the ability to accept excavation sites by address, referenced to the nearest intersecting street, and Latitude/Longitude by decimal and minute, second, degree, and be able to deliver this information as well as the site description to operators in normal format (address number/street/nearest cross street, mile marker, etc.).
- j) The database maintained in an electronic format with import/export capabilities to standard mapping and database formats (DXF, DBF, etc.) to be able to interface between the operator's GIS files and the operators' portion of the System's database, and for access to ticket and excavator data. The database and mapping system shall remain the property of the NJBPU.
- k) Hardware and software necessary to provide real-time, read-only database query capabilities and local printing capability to Board staff with at least seven (7) phone links, six (6) wireless and one (1) hard wire, at two (2) locations to be designated by Board staff. The query capabilities will include, but not be limited to, a twelve (12) month search by ticket type, confirmation number, excavator, county, municipality, and street.

In addition, the Applicant shall:

- l) Actively identify excavators working within New Jersey and maintain and continually update the excavator information in the database. The Applicant shall obtain as much information as possible regarding the pager, cell-phone and other numbers for primary contacts in the excavator database. The updated information in this part of the database shall also be in a standard import/export electronic format and shall remain the property of the NJBPU.
- m) Provide excavator and operator search capabilities for data such as monthly calls, year to date calls and excavation location by county.
- n) Handle necessary correspondence relative to the operation of the System.
- o) Execute billing agreements with operators as approved by Board staff. The Applicant shall conduct all invoicing of the Operators.
- p) Pursuant to N.J.S.A. 48:2-76(d), retain all records and voice recordings at the System for a period of seven (7) years from the date of the notice of intent to excavate. All records and voice recordings must be accessible to Board staff and will be the property of the NJBPU. At the expiration or cancellation of the contract, all records and voice recordings must be released to the NJBPU, if requested by Board staff.
- q) Obtain from each operator the normal hours of operation when emergency messages are received at the receiving center. The Applicant shall obtain from each operator the method that the Applicant shall use to deliver after-hours emergency locate requests if different from the method used during

normal hours of operation. For example, a small operator may want a page sent to an on-call employee after normal business hours.

1.2.3 Operation of the System. The Applicant's responsibilities in the operation of the System shall include but may not be limited to the following:

- a) Creation of a single statewide twenty-four (24) hour a day seven (7) days a week notification center.
- b) Hiring and training of System personnel. System personnel shall be the responsibility of the Applicant and be assigned as necessary to accomplish the performance requirements as set forth herein. The System personnel shall include, but not be limited to:
  - 1. An Executive Director/Manager with a high level of authority, who shall be available during the business day. Duties will include: Liaison to Board staff, operators, and excavators; oversee the update of new streets, education/outreach, advertising, training, monitoring the CSR, billing (invoicing) and any other functions as needed.
  - 2. An appropriate number of assistant managers and/or supervisors to accomplish the above duties. A minimum of two assistant managers will be required.
- c) Provision of a toll-free voice telephone number with a nationwide access as previously specified shall be designated to receive all incoming voice calls for RFMs. Additional toll-free telephone numbers shall be designated for the receipt of ERMs through other non-voice methods. The Applicant shall provide sufficient telephone lines, separate from the RFM/ERM-taking lines, for the conduct of the administrative business of the System and for the timely transmission of outgoing messages.
- d) Voice recording all incoming and outgoing calls concerning requests to locate utilities. The recordings will be subject to the retention rules in N.J.S.A. 48:2-76 (d) as described herein: Section 1.2.2(p). Furthermore, upon notice of any litigation involving the subject matter of incoming or outgoing calls, the recordings involved shall be held until such time as the litigation is settled, plus two (2) years.
- e) Provision of computer terminals (PC or equivalent) and CSR sufficient to meet the performance requirements set forth herein.
- f) Provision of relevant UFPA information to callers "on-hold", along with approximate hold times for the next available CSR. There shall be a series of messages that are rotated daily and the message series shall be changed on a seasonal basis.
- g) Processing of all calls from excavators at the System as follows:

1. The CSR shall secure the necessary information, as identified at 1.2.2 (i) and in the Markout Request Form, which is included as Attachment 1, from the excavator and shall enter it into the computer database.
2. The time of receipt as well as the time transmitted shall appear on the tickets. It shall also be assigned a unique confirmation number by the computer. The confirmation number shall be sequential in nature and allow for the identification of “when” the ticket RFM was processed without the need to reference a deciphering “key”. The caller must be given the confirmation number as well as the expiration date and the names of all operators to be notified of the RFM for future reference.
3. All Electronic Requests for Markouts (ERMs) must be reviewed by a CSR before being given a confirmation number and inputted into the computer.
4. The Applicant shall accurately establish the location of the proposed excavation site in the database mapping system and street index system, and verify such with the excavator.
5. The Applicant shall determine from the mapping and/or street index all operators with underground facilities in the excavation area.
6. The Applicant shall advise the excavator of the names of all operators that have notified the Applicant that they have underground facilities located within the excavation area. The Applicant shall send a message via the computer network or fax to each operator who has notified Applicant that it has underground facilities located within the proposed excavation or demolition area. Messages shall be transmitted by priority; Emergency and Updates first; followed by Routine (3 day) RFMs. The Applicant must be assured that all answer-back codes are properly received.
7. If an automated message has not been verified as having been received by an operator by the end of the business day, the Applicant shall notify such operator that messages are still outstanding, and use all appropriate measures to assure that the operator gets all tickets that have not been verified.
8. If the Applicant receives a call for proposed excavation activities which do not provide at least three (3) business days notice to member operators and is not an emergency request as defined by the UFPA, the Applicant shall advise the caller that the Notice does not comply with state law. The Applicant shall further advise the caller that the request will be transmitted to applicable operators but that such operators have three (3) business days to respond. If the Applicant

receives a call for proposed excavation that does not contain the information required by the UFPA or Administrative Rules, the Applicant shall notify the caller that the Notice cannot be processed further until the caller provides the additional information.

9. The Applicant shall make every effort to “screen” emergency requests to assure their compliance with UFPA and to minimize the burden these requests place upon operators. However, the Applicant shall be conservative and accept questionable messages for emergency processing.

Applicant shall also:

- h) Provide an Internet, web-based positive response system to provide the means for a facility operator to notify the excavator if the facility operator is going to mark its facilities for a particular ticket or is “clear.” This system will provide, at a minimum, the following features:

1. For the Excavator

- a) A secure web site that lists all the currently active tickets for this excavator in summary form, showing the serial number, date and time, street address and current marking status of all affected facility owner, such as “Clear,” “Marked,” “No-Response,” etc. Clicking on these one-line summaries will open a window displaying the entire original ticket. This web site will be user name and password protected and will allow only the Excavator to view his tickets.
- b) For excavators that do not have Internet access, an (800) number to provide, via a System operator, the same information listed in “A” above.
- c) For both “A” and “B” above, the capability for an excavator to re-notify a facility operator that has failed to respond positively within the allotted time.

2. For the Facility Operator

- a) A secure web site that lists in summary form all the currently active tickets for this facility operator, showing serial number, date and time, street address, and current marking status , such as “Clear,” “Marked,” “No Response,” etc. Clicking on these summary lines will open a window displaying the entire original ticket. The facility operator may change the status of his/her own ticket on this website, thus positively responding to the excavator.

This website will be user name and password protected, allowing only the facility operator to view and update his tickets. All updates will be logged and saved by date, time and user.

### 3. For Board Staff

- a) A web site that lists all the currently active tickets for all excavators in summary, showing serial number, date and time, street address and current marking status, such as "Clear," "Marked," "No Response," etc. Clicking on these summary lines will open a window displaying the entire original ticket, and Board staff may select tickets by excavator name, facility operator, dig address, status, etc. This website will be user name and password protected and only allow the Board staff to view all tickets.
  - b) Provide a monthly report on this timeliness of responses to the system by facility operator.
  - c) Provide Board staff with portable wireless interface to the web to allow field verification of excavation information as needed.
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- i) Transmit a "Close of Business Day" message, after 6:00 p.m., to each operator and include a list of the tickets transmitted during the preceding 24-hour period. The messages shall, at a minimum, show the date, time of transmission, the number of requests transmitted, and the sequential numbering.
  - j) Identify the confirmation number on each outgoing ticket and end-of-day reports.
  - k) Communicate emergency requests to operators via telephone in the event of machine or communications failures. When normal service is restored, hard copy tickets shall be transmitted.

#### 1.2.4. Performance Standards for the System Applicant. The following performance standards must be met:

- a) The Applicant shall provide sufficient equipment and staff to answer RFM calls with an average Answer Time of 30 seconds or less.
- b) The Applicant shall install sufficient incoming phone lines and answering equipment such that the utilization shall be in the 75%-85% range. The average lines in use shall be calculated daily and monthly for each of the following time periods:

- 1. Non-holiday weekdays from 6:00 a.m. through 6:00 p.m.; and

2. Weeknights from 6:00 p.m. through 6:00 a.m. on Monday through Friday;
  3. Weekends from 6:00 p.m. Friday through 6:00 a.m. Monday, and all day on holidays.
- c) Outbound Operator notification message transmissions shall be completed within the following time periods:
1. Electronic Media – Emergency and Updates queued for immediate transmission but shall not be delayed more than an average of 5 minutes, with no message queued for more than 20 minutes.  
  
Routine – All messages transmitted within one hour.
  2. Manual (direct phone-ups and manual FAX)  
  
Emergency – within 10 minutes  
  
Routine/Updates/Free Form – within 3 hours or next business day in case of after-hours receipt.
- d) Establish a quality assurance program that will monitor at least one percent (1%) of incoming calls, either real time, or later by review of the voice recording and the tickets generated, to verify the quality of the ticket taking. All CSR shall be monitored at least once every two weeks and refresher training shall be provided as needed to maintain the required accuracy standard of the program. An appropriate report should be generated listing deficiencies, if any, and submitted to Board staff on a monthly basis.
- e) Performance requirements of the System will be subject to the penalty provision of the UFP.

**1.2.5 Administrative requirements for the Applicant and System.** The following administrative requirements for the Applicant and System must be followed:

- a) The Applicant shall prepare, and keep properly updated, a Standard Operating Procedures Manual and a Disaster Plan Manual that describes the steps necessary to accomplish all tasks including office administration, report preparation, RFM/ERM processing, business contacts and procedures involving emergencies.
- b) The Applicant shall spend no less than \$300,000 per contract year on advertising, education, outreach and promotional items relating solely to the promotion of the New Jersey One Call Damage Prevention System. All proposed expenditures shall be presented to Board Staff for approval.

If the Applicant spends less than \$300,000 for promotional purposes in any contract year, the difference shall be placed into an interest bearing checking account entitled "New Jersey One Call Damage Prevention System Advertising/Education Account". All funds deposited and so held shall be held in trust for the purpose of complying with N.J.S.A. 48:2-79(d) or other such purpose as directed by the Board or Board staff. Allowable advertising, education, outreach and promotional expenses are as follows:

1. Promotional Items – letter openers, color code cards, hats, brochures, key chains, bumper stickers, etc. The Applicant shall obtain approval of Board staff prior to purchasing any promotional items.
  2. Advertising – Radio, television and print media. The Applicant must obtain prior approval from Board staff for all advertising.
  3. Trade shows and contractor nights – For such events held at New Jersey venues, the costs of registration, lodging and meals for a maximum of three representatives shall be allowed without prior approval of Board staff. However, prior approval must be given for more than three representatives. Lodging and meals will be allowed at actual cost not to exceed the regular federal per diem rates published in the Federal Register by the General Services Administration. Transportation costs shall not be allowed for New Jersey venues. The Applicant must obtain prior approval of Board staff for all events it wishes to attend outside New Jersey. If approved, registration, lodging and meals shall be allowed as above. Transportation costs shall be allowed for out-of-state venues.
- c) The Applicant shall be responsible for all billing and collection activities to or from the operators for the services provided.
- d) The Applicant shall be responsible for arranging the installation of the communication line and message receiving equipment at operator locations. The monthly invoicing for the associated communications network shall be the responsibility of the Applicant. The operator companies shall be responsible for the installation costs of the receiving equipment and the facilities to tie into or interconnect to the network.
- e) The Applicant shall obtain backup telephone numbers from operators for each contact location and name and telephone number of a single liaison representative. This list will be updated quarterly and is the property of the NJBPU.
- f) The Applicant shall annually contact each member to ascertain the holidays that each member recognizes. This information shall be utilized to determine the "business days" of each member for ticket transmission purposes.



- g) The Applicant shall notify operators of any changes in the RFM/ERM format, thirty (30) days in advance of such change.
- h) The Applicant shall schedule, coordinate and/or attend any special meetings as directed by Board staff.
- i) The Applicant is required to respond and comply with all reasonable requests for information or copies of phone conversations. The applicant may charge all parties except the BPU for this service. The charge must be in accordance with their tariff on file and approved by the BPU.
- j) Copies of the information found on the existing tickets are included as Attachments 2, 3 and 4. The Applicant shall maintain, as close as possible, this same ticket format with the following exception: The addition of as many fields needed to provide accurate information to properly describe the excavation site including expiration date and depth of excavation.

1.3 Area of Jurisdiction. The N.J. One-Call Damage Prevention System provides statewide protection of all underground facilities that are used for the conveyance of water, forced sewerage, telecommunications, cable television, electricity, oil, petroleum products, gas optical signals, traffic control, or for the transportation of hazardous liquid subject to the "Hazardous Liquid Pipeline Safety Act of 1979". The One-Call Damage Prevention System is a single statewide notification system that receives notice from excavators of intended excavation or demolition activities and then transmits those notices to operators of underground facilities in the area of proposed excavation or demolition.

1.4 Objective. Damage to underground facilities, especially natural gas facilities, caused by excavation and discharge of explosives poses a great risk to the public safety. The operation of the One-Call Damage Prevention System has and can continue to substantially reduce the frequency of damage caused by these activities. Therefore, the N.J. Board of Public Utilities will use the requested proposals to designate a qualified operator of the One-Call Damage Prevention System.

1.5 Schedule. It is the Board's intention to adhere to the schedule as proposed in Attachment 5.

1.6 Responsibilities of Parties. The general responsibilities of the Board, Applicant and underground facility operators (operators) are as follows:

1.6.1 Board. The Board designates the operator of, and provides policy oversight to, the One-Call Damage Prevention System. The Board or Board staff enforces the provisions of the Underground Facility Protection Act. Board staff is the sole point of contact for this RFP. Board staff will evaluate submitted proposals; The Board will select the Applicant; Board staff will monitor the Applicant's conformance with the provisions of the Underground Facility Protection Act; and the Board has sole jurisdiction and authority for reviewing and granting or denying any waiver requested pursuant to the Act.

1.6.2 Applicant. The Applicant is the selected operator of the One-Call System, its personnel and subcontractors (See 2.1.5 and 2.1.6). The Applicant will: (1) perform all the duties surrounding the maintaining of the One-Call System and all other services required by the Act; (2) investigate complaints affecting both the internal and external operation of the System, made by any parties involved, such as contractors, utilities, Board staff, etc.; (3) provide complete training to its CSR on their duties so they understand the need for accurate information and attempt to retain experienced CSR. (4) refer to and make use of as appropriate the Best Practices as set forth in "Best Practices" published by the Common Ground Alliance in January 2004, [www.commongroundalliance.com](http://www.commongroundalliance.com)

1.6.3 Underground Facility Operators (Operators). The underground facility operator is the operator of any underground facility. The operator receives the Requests for Markouts and is responsible for compliance with the UFPA. The operator will:

- a) 1. For each receiving location, supply the System with a list of municipalities for which they wish to receive notification, 2. In municipalities served by similar operators, each may supply an alphabetical street index, preferably with address ranges, for those areas in which they are to receive notification, 3. Each operator will notify the System in writing of changes in area coverage as they occur;
- b) And/or supply the System with geographic information identifying the location of the area for which they desire to receive excavation notifications (tickets);
- c) Assure that each receiving station is operated 24 hours per day.

1.7 Confidentiality. It is anticipated that after the Board has selected the winning bidder, all proposals filed by the applicants will be available for public inspection, unless otherwise ordered by the Board. Any prospective applicant who wishes to claim confidentiality for any portion of the RFP submission must follow the procedures set forth in the proposed rule N.J.A.C. 14: 1-12, a copy of which is available on the Board's website at [www.bpu.state.nj.us](http://www.bpu.state.nj.us).

1.8 Rejection of Proposals. The Board reserves the right to reject any or all submitted proposals not in conformance with this RFP, or for any other cause deemed appropriate after consultation with the Commissioners

1.9 Proposal. Applicants must submit a complete response to this RFP using the format provided in Section 2.1. There must be one original, signed by an official authorized to bind the firm to its provisions, and 10 copies. The proposal must remain valid for the length of the review. Once all accepted proposals are reviewed, the Board's staff may require interviews with select firms to discuss the contents of their own proposals. The RFP, the proposal and attachments will comprise contractual obligations for the selected Applicant, unless modified by mutual consent.

1.10 Incurred Costs. Neither the Board nor its Staff shall be liable for any costs incurred by the Applicant prior to the Board's staff's authorization to execute a written agreement signed by the Board and the Applicant.

## **SECTION 2. PROPOSAL CRITERIA**

2.1 Format. Review of the proposal will be based on the following format:

2.1.1 Summary. A discussion reflecting the Applicant's understanding of its scope of responsibilities in operating the One-Call System.

2.1.2 Work Plan. A discussion setting forth the Applicant's work plan, as follows:

A. Set-up and operation of the System which includes the following:

1. The Applicant will establish a One-Call Damage Prevention System to receive and record Request for Markouts as provided by excavators, and transmit these Requests (Tickets) to Operators as defined by the UFPA.
2. The System shall be operated by the Applicant in accordance with these specifications and all attachments thereto and under the general direction of Board staff.
3. It is the intention of the NJBPU that the Applicant provides a "TURN KEY" operation.
4. The Applicant will install and satisfactorily operate a computerized map based and street indexed system that fully meets the performance specifications found herein. Applicants shall provide a timetable with specified milestones for the transition from the existing system to the new system. All other capabilities such as a Fax-A-Locate, remote entry system and electronic fax-back capabilities must be available from the inception of the System's operation.
5. The System must be "real time" and provide to the caller a confirmation number, a list of operators that will be notified, and meet the requirements of the UFPA for each Request For Markout (RFM/ERM).
6. The Applicant shall fully satisfy all the reporting and performance requirements contained herein.
7. The Applicant shall comply with the mutually agreed upon performance goals for center operations contained herein.
8. The Applicant shall assume a proactive role in: Advising Board staff of new technologies applicable to the operation of the System; advising Board staff of matters pertinent to the efficient operation of the System; representing the System at meetings, seminars or at legislative or regulatory hearings when requested.
9. The NJBPU requires that the Applicant provide unsurpassed customer service and it is essential that the Applicant is aware of this commitment and provides for it.

10. The NJBPU requires that the Applicant refer to and make use of as appropriate Best Practices, as set forth at "Best Practices," published by the Common Ground Alliance in January 2004, [www.commongroundalliance.com](http://www.commongroundalliance.com)

B. Meeting the following specific reporting requirements:

1. The Applicant shall be responsible for preparing the following reports each month and providing them to the Manager/Director, with a copy to Board staff. All monthly reports requested of the Applicant will be made available within 10 days of the end of the reporting period. A failure to meet the performance requirements specified herein may subject the operator to the penalty provision in the UFPA.
2. The Applicant shall, as part of their proposal, provide examples of ALL reports or sample formats of said reports described herein using size 12 Times New Roman font. The required reports are as follows:

a) Center Activity Reports

☞☞ "Call Volume Overview" – Year-to-date (YTD) by month of incoming requests and outgoing messages. Current month call ratio, cumulative YTD incoming and transmitted values to be provided.

☞☞ "RFMs and ERMs" – YTD by month by type, phone, facsimile, electronic entry and miscellaneous.

☞☞ "Incoming Daily Requests" – Daily for the month by type; phone facsimile, electronic entry and miscellaneous.

☞☞ "Outgoing Messages" – YTD by month by type; routine emergency, and update.

☞☞ "Outgoing Daily Messages" – Daily for the month by type; phone, facsimile, electronic entry and miscellaneous.

b) Phone Performance Overview Reports

☞☞ "Phone System" – YTD by month by types of calls, direct calls to System, - RMSs and ERMs per call, calls abandoned.

☞☞ "Phone Line Utilization" – YTD by month by: available lines, lines in use, time to answer, abandoned times, talk time, broken down by non-holiday weekdays, weekends and weeknights.

☞☞ "Daily Phone Line/Utilization" – Daily for the month by: available lines, lines in use, time to answer, abandoned times, talk time, broken down by non-holiday weekdays, weekends and weeknights.

✍✍“Incoming Requests by Type” – YTD by month by: routine by phone, routine by facsimile, routine by electronic entry, emergency, and update by phone.

c) Incoming Request Characteristics Reports

✍✍“Daily Incoming RFMs and ERM by Type” – Daily for the month.

✍✍“Incoming Routine Request by Type” – YTD by month by excavator, excavator ID.

✍✍“Daily Incoming Routine Requests” – Daily for the month by excavator, excavator ID.

d) Excavator Reports

✍✍“Incoming Update Request by Phone” – YTD by month by excavator, excavator ID.

✍✍“Daily Incoming Update Requests” – Daily for the month by excavator, excavator ID.

✍✍“Incoming Emergency Request by Phone” – YTD by month by excavator, excavator ID.

✍✍“Daily Emergency Incoming Request by Phone” – YTD by month by excavator, excavator ID.

✍✍“Incoming Non-Emergency Requests Less than three (3) days” – YTD by month by excavator, excavator ID.

✍✍“Daily Incoming Non-Emergency Requests Less than three (3) days” – Daily for the month by excavator, excavator ID.

e) Operator Reports

✍✍“Outgoing Emergency Messages” – YTD by month, operator.

✍✍“Daily Outgoing Emergency Messages” – Daily for the month, operator.

✍✍“Outgoing Non-Emergency Messages Less Than Three (3) Days” – YTD by month by operator.

✍✍“Daily Outgoing Non-Emergency Messages Less Than Three (3) Days” – Daily for the month by operator.

✍✍“Outgoing Update Messages” – YTD by month by operator.

✍✍“Daily Outgoing Update Messages” – Daily for the month by operator.

f) Center Financial Reports

☞☞ Detailed financial report(s) including, but not limited to: Summary of Operating Expenses, Stock Inventories/Financial Expenditures of the preceding month, year to date (YTD) and forecasted expenditures for the remainder of the budget year.

☞☞ Monthly and YTD review of billings (invoices) to operators.

g) Operator's Notification Area Report

☞☞ Quarterly provide for each operator's review and approval of their notification area.

h) Special Reports

☞☞ Any other special reports requested by Board staff.

C. Creation of public relations and education programs, including the designation of a specific individual to be responsible for the programs:

1. The Applicant shall design and conduct an Education/Public Relations Program approved by Board staff. Topics covered shall include, but may not be limited to:

☞☞ Training of excavators in safe excavation techniques;

☞☞ Training of excavators in proper ticket preparation;

☞☞ Training of excavators to properly specify the areas in which the operator wishes to be notified of planned excavation;

☞☞ Training of operators in proper screening of tickets;

2. The Applicant shall be active in promoting the use of the System and shall participate in contractor, municipal, county, state and service organization, meetings, conferences and conventions. The Applicant will also make other visits and contacts appropriate for the promotion of the system.
3. The Applicant shall keep a written record of all public appearance and promotional contacts.
4. The Applicant shall complete a quarterly mailing to all excavators of record within the System's database, excavation contractors that are on record with the State licensing authorities, and those who have excavation related advertising in New Jersey phone books. This list shall be updated at least annually.

D. Methods of training representatives and retraining experienced representatives.

2.1.3 Experience. A resume of the Applicant: indicating previous experience with full identification of all references, phone numbers and descriptions of the projects.

2.1.4 Personnel. Five year resumes of all senior management personnel, to be involved in the operation of the One-Call System. The resumes should include previous experience, clients served and respective dates. Experience should reflect previous work assignments for each person as it relates to their position within the organization. An organization chart for key individuals in the "System" should be provided.

2.1.5 Length of Contract. The term of the system operator shall be five years, but the Board may rescind this designation if it determines, after hearing, that the designee is not operating the System in conformance with the Act.

2.1.6 Subcontractors. All subcontractor agreements must be submitted with the proposal. Should the Applicant be selected, said agreements will be subject to approval by the Board or Board staff. The responsibility for the major scope activities in this RFP will remain in the control of the Applicant, if a subcontractor is used.

2.1.7 Relationship with the Underground Facility Owners and/or Excavating Companies. A statement indicating any prior, existing or prospective relationship, financial or otherwise, between the Applicant, its personnel or subcontractors, and any underground facility owners and/or excavating companies as described in Section 1.3 Area of Jurisdiction of this RFP.

2.1.8 Costs. The Applicant must list their proposed rate per incoming call. A sliding scale of incoming call will be accepted as an alternative to one set price. Also, the Applicant should provide the rates for its personnel, subcontractors, and services. Cost will be a factor, but not a final determinant for selection. The following background on calls (RFMs/ERMs) received and tickets generated is for informational purposes only. In 2001, 483,965 calls were received and 3,218,920 tickets were generated; in 2002, 488,677 calls were received and 3,391,398 tickets were generated; in 2003, 508,799 calls were received and 3,181,092 tickets were generated. It should be noted that call volume may increase while ticket volume may stabilize or decrease due to more stringent operating requirements and technological improvements. Also, it should be noted that the Applicant functions under a tariff approved by the NJBPU.

2.1.9 Other Deliverables. Besides the items already mentioned, the bidding Applicant must also provide the following: A transition schedule for assumption of the service, including all deliverables and milestones generated by the transition.

2.1.10 Best Practices. The Applicant must commit to refer to and implement as appropriate Best Practices as set forth at "Best Practices," published by the Common Ground Alliance in January 2004, [www.commongroundalliance.com](http://www.commongroundalliance.com).

2.2 Other Information. Any other information that may assist in the review of a submitted proposal, such as brochures, literature or samples of recent projects, may be submitted with, but shall not be considered part of, the proposal.

2.3 Evaluation Criteria. Staff's overall evaluation of prospective bidders will be based upon a weighted percentage of the following criteria:

- a) Understanding the RFP: 25%. This refers to the technical soundness or the applicant's stated approach to the project, the comprehensiveness of the proposed approach, and the techniques to be used.
- b) Work Plan: 20%. A determination will be made regarding the applicant's understanding of the purpose and goals as presented in the RFP. Evaluation will be based on the data presented in the applicant proposal, and the approach on specific tasks. Applicants should feel free to suggest other requirements we may have overlooked.
- c) Personnel Qualifications: 20%. We will evaluate the ability of a prospective applicant to meet the terms of the RFP relative to having a team with the qualifications needed to successfully operate the One Call Damage Prevention System. Qualifications of professional personnel, as specified in the proposal, including subcontractors, will be experience on projects similar to that described in the scope of work. The applicant's professional staff that operates the One Call Damage Prevention System must be the same staff identified in the proposal.
- d) Applicant's Experience: 25%. This covers the prospective applicant's previous experience operating a one call damage prevention or similar system. Qualifications of professionals assigned will be measured by relevant experience.
- e) Cost: 10%. The proposal will be evaluated on the rate quoted per incoming call.

### **SECTION 3. REVIEW PROCEDURE**

3.1 Safety Standards. When on the Board's premises, the Applicant must comply with all regulatory standards and Utility policies dealing with safety, insurance and work specifications.

3.2 Minority & Female Participation. The Applicant must provide a copy of its Certificate of Affirmative Action. The plan must be in compliance with all local, state and federal regulations.

3.3 Insurance Requirements. The winning bidder must provide all required certificates of insurance, and must provide an indemnification agreement for themselves, and any subcontractors.



RFM/ERM

EXCAVATOR ID# \_\_\_\_\_

DIG LOCATION: \_\_\_\_\_

MUNICIPALITY: \_\_\_\_\_

SUBDIVISION OR COMMUNITY  
(ALSO KNOWN AS): \_\_\_\_\_

STREET ADDRESS (MILEPOST): \_\_\_\_\_

STREET NAME: \_\_\_\_\_

LOT: \_\_\_\_\_ BLOCK \_\_\_\_\_

NEAREST INTERSECTION: \_\_\_\_\_

COUNTY: \_\_\_\_\_

TYPE OF WORK: \_\_\_\_\_

EXTENT OF WORK: \_\_\_\_\_

DEPTH OF WORK: \_\_\_\_\_

DURATION OF WORK: \_\_\_\_\_

FULL NAME OF CALLER: \_\_\_\_\_  
(Must be asked)

TITLE: \_\_\_\_\_

PHONE#: \_\_\_\_\_

FAX#: \_\_\_\_\_

CELLUAR#: \_\_\_\_\_

BEST TIME TO CALL BACK: \_\_\_\_\_

ALTERNATE CONTACT: \_\_\_\_\_  
(Optional)

TITLE: \_\_\_\_\_

PHONE#: \_\_\_\_\_

FAX#: \_\_\_\_\_

CELLUAR#: \_\_\_\_\_

BEST TIME TO CALL BACK: \_\_\_\_\_

**MARKOUT TICKET****New Jersey One-Call System****CONFIRMATION NO.**\_\_\_\_\_

Transit Date:     At:\_\_\_\_\_

\* \* \* \* Regular \* \* \* \*

Request No. \_\_\_\_\_

**Operator's Notified:**

ABG=/ ABC GAS SE/ XYZ CABLE/ MCD=/ MCI HAZLET/ BAS=/ BELLATL SREG/  
 DUW=HAZLET WTR/ ATE=/ ATT EAST NJ/ NJP=/ NJ PIPELINE/ OXY=OXY CHEM/ NJN=NJ  
 NAT GAS/

**Local Information:**

County:\_\_\_\_\_Municipality:\_\_\_\_\_

Subdivision/ Community:\_\_\_\_\_

Street:\_\_\_\_\_

Lot:\_\_\_\_\_Block:\_\_\_\_\_

Nearest Intersection:\_\_\_\_\_

Other Intersection:\_\_\_\_\_

Type of Work:\_\_\_\_\_

Extent of Work:\_\_\_\_\_

Approximate Depth:\_\_\_\_\_

Start Date/ Time:\_\_\_\_\_At:\_\_\_\_\_

Remarks:\_\_\_\_\_

Working For:\_\_\_\_\_

Address:\_\_\_\_\_

City:\_\_\_\_\_

Phone:\_\_\_\_\_

Contact:\_\_\_\_\_

**Excavator Information:**

Caller:\_\_\_\_\_Title:\_\_\_\_\_

Phone:\_\_\_\_\_

Excavator:\_\_\_\_\_

Address:\_\_\_\_\_

City:\_\_\_\_\_

Phone:\_\_\_\_\_Fax:\_\_\_\_\_

Contact:\_\_\_\_\_Title:\_\_\_\_\_

Phone:\_\_\_\_\_Best Time:\_\_\_\_\_

Cellular:\_\_\_\_\_

**Alternate Field Contact:**

Name:\_\_\_\_\_Title:\_\_\_\_\_

Phone:\_\_\_\_\_Fax:\_\_\_\_\_

Cellular:\_\_\_\_\_Best Time:\_\_\_\_\_

**END TICKET**

**MARKOUT TICKET****New Jersey One-Call System****CONFIRMATION NO.**\_\_\_\_\_

Transit Date:     At:\_\_\_\_\_

\* \* \* \* UPDATE \* \* \* \*

Request No. \_\_\_\_\_

**Operator's Notified:**

ABG=/ ABC GAS SE/ XYZ CABLE/ MCD=/ MCI HAZLET/ BAS=/ BELLATL SREG/  
 DUW=HAZLET WTR/ ATE=/ ATT EAST NJ/ NJP=/ NJ PIPELINE/ OXY=OXY CHEM/ NJN=NJ  
 NAT GAS/

**Local Information:**

County:\_\_\_\_\_Municipality:\_\_\_\_\_

Subdivision/ Community:\_\_\_\_\_

Street:\_\_\_\_\_

Lot:\_\_\_\_\_Block:\_\_\_\_\_

Nearest Intersection:\_\_\_\_\_

Other Intersection:\_\_\_\_\_

Type of Work:\_\_\_\_\_

Extent of Work:\_\_\_\_\_

Approximate Depth:\_\_\_\_\_

Start Date/ Time:\_\_\_\_\_At:\_\_\_\_\_

Remarks:\_\_\_\_\_

Working For:\_\_\_\_\_

Address:\_\_\_\_\_

City:\_\_\_\_\_

Phone:\_\_\_\_\_

Contact:\_\_\_\_\_

**Excavator Information:**

Caller:\_\_\_\_\_Title:\_\_\_\_\_

Phone:\_\_\_\_\_

Excavator:\_\_\_\_\_

Address:\_\_\_\_\_

City:\_\_\_\_\_

Phone:\_\_\_\_\_Fax:\_\_\_\_\_

Contact:\_\_\_\_\_Title:\_\_\_\_\_

Phone:\_\_\_\_\_Best Time:\_\_\_\_\_

Cellular:\_\_\_\_\_

**Alternate Field Contact:**

Name:\_\_\_\_\_ (Optional)

Phone:\_\_\_\_\_Title:\_\_\_\_\_

Cellular:\_\_\_\_\_Fax:\_\_\_\_\_

Best Time:\_\_\_\_\_

**END TICKET**

**MARKOUT TICKET****New Jersey One-Call System****CONFIRMATION NO.**\_\_\_\_\_

Transit Date:     At:\_\_\_\_\_

\* \* \* \* EMERGENCY\* \* \* \*

Request No \_\_\_\_\_

**Operator's Notified:**

ABG=/ ABC GAS SE/ XYZ CABLE/ MCD=/ MCI HAZLET/ BAS=/ BELLATL SREG/  
 DUW=HAZLET WTR/ ATE=/ ATT EAST NJ/ NJP=/ NJ PIPELINE/ OXY=OXY CHEM/ NJN=NJ  
 NAT GAS/

**Local Information:**

County:\_\_\_\_\_Municipality:\_\_\_\_\_

Subdivision/ Community:\_\_\_\_\_

Street:\_\_\_\_\_

Lot:\_\_\_\_\_Block:\_\_\_\_\_

Nearest Intersection:\_\_\_\_\_

Other Intersection:\_\_\_\_\_

Type of Work:\_\_\_\_\_

Extent of Work:\_\_\_\_\_

Approximate Depth:\_\_\_\_\_

Start Date/ Time:\_\_\_\_\_At:\_\_\_\_\_

Remarks:\_\_\_\_\_

Working For:\_\_\_\_\_

Address:\_\_\_\_\_

City:\_\_\_\_\_

Phone:\_\_\_\_\_

Contact:\_\_\_\_\_

**Excavator Information:**

Caller:\_\_\_\_\_Title:\_\_\_\_\_

Phone:\_\_\_\_\_

Excavator:\_\_\_\_\_

Address:\_\_\_\_\_

City:\_\_\_\_\_

Phone:\_\_\_\_\_Fax:\_\_\_\_\_

Contact:\_\_\_\_\_Title:\_\_\_\_\_

Phone:\_\_\_\_\_Best Time:\_\_\_\_\_

Cellular:\_\_\_\_\_

**Alternate Field Contact:****(Optional)**

Name:\_\_\_\_\_Title:\_\_\_\_\_

Phone:\_\_\_\_\_Fax:\_\_\_\_\_

Cellular:\_\_\_\_\_Best Time:\_\_\_\_\_

**END TICKET**

**SCHEDULE**

- |    |   |                  |
|----|---|------------------|
| 1. | Board approval of RFP   | 4/2/04           |
| 2. | RFP released  | 4/5/04           |
| 3. | RFP conference (Board offices – Newark)                       | 4/12/04          |
| 4. | Deadline for receipt of proposals from prospective applicants | 5/12/04          |
| 5. | Applicant interviews  | to be determined |
| 6. | Applicant selection   | to be determined |
| 7. | Signing of agreement  | to be determined |
| 8. | Contractor assumes operations                                 | 11/17/04         |